

ABSTRACT**Communication System and Method**

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The present invention provides a communication system and method via which users can obtain assistance from an operator on the use of their equipment such as, for example, a mobile phone. The user contacts the operator, who, using data relating to the equipment, retrieved from a database, talks the user through the use of their equipment. As the user attempts to give effect to any operator instructions, feedback is provided to the operator on the progress made by the user in attempting to implement those instructions.

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(figure 1)